

IN-HOUSE TRAINING CHECKLIST 2ND CLASS MATERIAL

1. BEFORE THE TRAINING

- Check your own DLC certification to ensure it is valid.
- Ensure the internet is working and you are able to access:
<https://liquorcontrol.vermont.gov/content/2nd-class-house-training>
- Download and print the In-House Seller Training Manual, test and certificate. (Certificate and test are in your certified trainer email).
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 DLC.EnfEdInfo@vermont.gov.
- Print any additional store policies related to alcohol and tobacco sales that will need review.

2. MATERIALS NEEDED

- Printed copies of the In-house Seller 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.
- Training video
Ensure audio is available and working.
- Copies of additional store alcohol and/or tobacco policies that need review.
- Copies of tests for each employee being trained, certificates and pen. (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 Seller 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 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 or tobacco 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. ASSESSMENT

- 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.
- If the employee passed the test, complete the training certificate. Make two copies, one copy for the employee file and one to file and keep at the register or service desk and/or other easily accessible location for investigator review.

5. AFTER THE TRAINING

- Review the checklist below to ensure all topics were addressed.
- Set a recertification date reminder for employees who were trained today.
- Complete the Student Reporting Link (in your Certified Trainer email or on the in-house training page) matching the information you report to the information on their training certificate. **Report training completion data to DLC within 24 hours.**

TOPIC CHECKLIST

Legal age to purchase		Acceptable forms of identification
Training Requirements		How to refuse a customer
Age to sell alcohol and tobacco at a store		Consequences for selling alcohol to minors
Legal hours to sell alcohol		What tobacco products or paraphernalia the store sells
Legal hours to sell tobacco		What tobacco substitutes the store sells and related rules
Where training certificates are kept		Tobacco storage rules
What must be posted on the wall		Consequences for selling tobacco to minors
Cooperation with Law Enforcement		
Alcohol and tobacco products sold in the store and where they came from		Additional items to cover, if relevant:
How impairment affects our business		Curbside pickup
Signs of intoxication and impairment		Rules about self-checkout registers
How to deal with an impaired customer		Conducting an alcohol tasting
Dram Shop Law		Selling kegs and filling out the Keg Form?
Rules about employee impairment		Rules related to retail delivery of alcohol