

# IN-HOUSE TRAINING CHECKLIST 2<sup>ND</sup> CLASS MATERIAL

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## 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/content/2nd-class-house-training>
- Download and print the In-House Seller 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 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 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 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. 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

What does our business sell for alcohol	Acceptable forms of identification
Legal age to purchase alcohol	How to check an ID
Age to sell alcohol and tobacco at a store	What to do if the ID is fake
Legal hours to sell alcohol	
What must be posted on the wall	If your store sells tobacco, tobacco paraphernalia or tobacco substitutes
Rules about employee impairment	Tobacco sales laws and rules
Smoking or vaping in the store	Legal hours to sell tobacco
Can customers consume on the property	Legal age to purchase tobacco
Gambling rules	What tobacco products or paraphernalia does the store sell
Alcohol and tobacco products sold in the store and where they came from	What tobacco substitutes does the store sell and related rules for selling those products
Cooperation with Law Enforcement	Tobacco storage rules
Controlling the conduct of your customers	Consequences for selling tobacco to minors
Signs of impairment	
How impairment affects our business	Additional items:
How to deal with an impaired customer	Curbside pickup rules
How to refuse a customer	Rules about self-checkout registers, if applicable
Consequences for selling alcohol to minors	Rules for holding alcohol tastings, if applicable
Dram Shop Law	Selling kegs and filling out the Keg Form, if applicable
Training Requirements, when to be trained	Rules related to retail delivery of alcohol
Where training certificates are kept	