

# IN-HOUSE TRAINING CHECKLIST 2<sup>ND</sup> CLASS 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 Seller Training Manual and test.  
*If you are using materials that 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 Power Point  
*Ensure PowerPoint is functioning properly for use in class.*
- 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. (Sent directly via email)

## 3. DURING THE TRAINING

- Silence phones and close any computer programs not needed for training.
- Present the In-House Seller Training Power Point to your students. Review all pertinent information thoroughly.
- 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/>
  - Under Education & Certifications, go to Submit In-House records. If you don't see that option, check to ensure your own certification is up to date under My Education Details.
  - When entering records, do not enter an email address. You must enter the test score for your student. Remember to keep their completed test in their personal file for audit purposes.
  - Once you submit the record, go to My Trainees, view and print the certificate to keep on file for inspection.

## TOPIC CHECKLIST

What products are alcohol in our store	Acceptable forms of ID
The legal age to purchase alcohol	How to check an ID
Legal age to sell alcohol and tobacco	What to do if the ID is fake
Legal hours to sell alcohol	Consequences for selling tobacco to minors
What must be posted on the wall	Tobacco storage rules
Rules about employee impairment	Tobacco sales laws and rules
Smoking or vaping in the store	Legal hours to sell tobacco
What if customers are consuming on the property	Legal age to purchase tobacco
Rules about Gambling	What tobacco products or paraphernalia do we sell
Where we purchase alcohol and tobacco	What tobacco substitutes do we sell
Cooperation with Law Enforcement	
Controlling the conduct of our customers	
Identifying signs of impairment	<b>Additional items, if applicable:</b>
How impairment affects our business	Are we an 802 Spirits Store? Review those rules
How to deal with an impaired customer	Curbside pickup rules
How to refuse a customer	Self-checkout register rules
Consequences for selling alcohol to minors	Alcohol tasting rules
Dram Shop Law	Keg Form rules and required forms
Training and recertification requirements	Retail delivery permit rules
Where training certificates are kept	