

# IN-HOUSE TRAINING CHECKLIST SOLICITOR 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/inhouse-training>
- Download and print the In-House Solicitor 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 sales that will need review.

## 2. MATERIALS NEEDED

- Printed copies of the In-House Solicitor 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 Solicitor 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/DLLLicenseManagment/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 does our business serve/sell for alcohol	Controlling the conduct of your customers
Legal age to purchase	Dram shop law
Age to serve alcohol	Rules about employee drinking
How to deal with an impaired customer	Acceptable forms of identification
Tastings and promotions	How to check an ID
What to do if the ID is fake	Consequences for serving alcohol to minors
Training requirements, when to be trained	What to do if the ID is fake
Where training certificates are kept	
Guidance Bulletin	
Visiting new applicants	
Drink sizes, amounts and limits	Additional Items:
What is more than a reasonable amount	Company policies not included in the material so far
How impairment affects our business	
Signs of impairment	