

Helpful Hints for Conducting Your “New Employee Orientation”

The Pennsylvania Liquor Control Board would like to thank you for being responsible in your community and with your liquor license. As you prepare to train your new hires for their first day of work, we would like to provide some helpful hints. These suggestions will help insure the thoroughness of your presentation and assure your new staff that this is a work in progress. At the same time they need to be polished with this material BEFORE they serve their first drink.

When completing the checklist with new employees it is important to keep in mind that responsible serving practices begin with a complete understanding of the legal information as well as knowledge of your own house policies.

Items listed on the checklist are self-explanatory; however, to achieve a thorough understanding, you may want to incorporate the following things:

1. Allow adequate time to cover the material.
2. Allow the employee to ask any questions.
3. Include all of your house policies in the new hire orientation.
4. Share in detail your own experiences in relation to responsible serving practices.
5. Ask your new employee questions throughout the orientation to insure his or her grasp of the material.
6. Emphasize that this is a “team” effort and encourage the employee to keep you informed of any incidences or suggestions on ways to improve serving practices in the establishment.
7. Remind the new employee that responsible alcohol practices are not limited to the information discussed in the orientation.
8. Assure your employee that you will support any decisions that they make regarding whether or not to serve alcohol to a patron.

NEW EMPLOYEE LICENSEE ORIENTATION

Establishment Name _____ Name of Employee _____

Employee Identification # (Use last 4 digits of SSN and date of birth) _____

EXAMPLE: 0000-12/07/41 FOR DECEMBER 07, 1941

FURNISHING OR SELLING ALCOHOL TO MINORS

EMPLOYEE
INITIALS

Pennsylvania Liquor Code (Administrative Liability)

Fines for licensees or employees for serving alcohol to a minor
 \$1,000 to \$5,000 fine, and/or suspension or revocation of license

Pennsylvania Crimes Code

Fines for anyone furnishing or selling to a minor
 Minimum \$1,000 for the first offense and \$2,500 for each subsequent offense and possible imprisonment up to 1 year

Civil Liability (Dram Shop Laws)

Civil lawsuits for furnishing or selling alcohol to minors
 Licensees or employees can be sued for death, injury, or damage caused by a minor who is served alcohol

ACCEPTABLE FORMS OF IDENTIFICATION

A valid photo driver's license issued by the Pennsylvania Department of Transportation or by any other state.

Must have photo and be valid (cannot be expired)

A valid photo identification card issued by the Pennsylvania Department of Transportation or by any other state.

Must have photo and be valid (cannot be expired)

A valid armed forces identification card containing the holder's photograph

Must have photo and be valid (cannot be expired)

A valid passport or travel visa issued by another country containing the holder's photograph

Must have photo and be valid (cannot be expired)

CARDING PRACTICES

It is recommended that anyone who appears to be under the age of 30 be considered a potential underage drinker and be asked to provide proper identification

To defend yourself against citations for serving minors, you should document. The Pennsylvania Liquor Code allows the following methods to be used in defense: polaroid photographs, photocopies, videotapes, ID swipe machines, and a completed Declaration of Age Card

House policies have been discussed regarding managing potential fake IDs

SELLING ALCOHOL TO VISIBLY INTOXICATED CUSTOMERS

Pennsylvania Liquor Code (Administrative Liability)

Fines for licensees or employees for selling or serving alcohol to a visibly intoxicated person
 \$1,000 to \$5,000 fine, and/or suspension or revocation of license

Any violation of Chapter 4 of the Liquor Code can be the basis of a criminal charge under the Liquor Code (misdemeanor).

Fines up to \$5,000 and/or imprisonment for 3 months to 1 year

Civil Liability (Dram Shop Laws)

Civil lawsuits for furnishing or selling alcohol to a visibly intoxicated person
 Licensees or employees can be sued for death, injury, or damage caused by a person who is served alcohol while visibly intoxicated

SERVICE OF ALCOHOL TO VISIBLY INTOXICATED CUSTOMERS

House policies have been discussed related to slowing down service of alcohol to customers where there is a concern that the customer is going to become visibly intoxicated

House policies have been discussed related to refusing service or "cutting someone off" when the customer is visibly intoxicated

House policies have been discussed related to designated driver program or alternative transportation for customers who appear to be visibly intoxicated

CRIMINAL ACTIVITY ON PREMISE

House policies have been discussed as to how to handle situations when criminal activity is known to be occurring on the premises

ESTABLISHMENTS SPECIFIC ORIENTATION FOR NEW EMPLOYEE (OPTIONAL)

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EMPLOYEE SIGNATURE	DATE	OWNER/MANAGER SIGNATURE	DATE	PLCB REPRESENTATIVE SIGNATURE	DATE REVIEWED