

Each section contains a number of components to choose from. You should read through the components and decide which ones best fit your restaurant operations needs. You may use the check box (☐) by each component to check off the components you would like to use. Copy each component you check into a separate document to create the framework for your policy. There is no right combination of components, but the more you choose the more comprehensive and effective your policy will be.

Disclaimer: All operational policies must be reviewed by you insurance underwriter and your legal counsel to ensure content accuracy, effectiveness and compliance with the law.

Responsible Alcohol Service Plan (RASP) Best Practices Sample

The “Restaurant X” recognizes that it is a privilege to buy and sell alcoholic beverages in the State of Utah and with that privilege, realizes that it is our legal and social responsibility to comply with all Utah laws, rules and regulations, and follow Best Practices as they pertain to the sale and service of alcoholic beverages. We are committed to the safe and responsible sale of all alcoholic beverages to only those patrons who are 21 years of age or older and to refuse service of alcoholic beverages to those individuals that are visibly intoxicated or, in those cases where we deem it necessary, to prevent a person from becoming visibly intoxicated. In order to achieve these goals, we have adopted the following policies.

Guidelines For Policy Components: (Name Of Restaurant)

1. General:

- (☐) A. All new employees will review, with a member of management, the laws, rules and regulations and best practices as described in the mission statement prior to making any sale of liquor or alcohol products. Once trained, all employees will regularly review (once a week or once a month) those laws, regulations and best practices with a member of management, asking for clarification on topics they don't understand and upon completion on the review, sign off that they understand and will comply with all of the restaurant policies governing the sale of liquor or alcohol product.
- (☐) B. Employees shall comply with all Utah Liquor Laws, Rules. and Regulations governing the sale of alcoholic beverages.

2. Assessment:

- (☐) A. Servers will make verbal and visual contact with all customers purchasing liquor or imitation liquor

- (□) B. When making visual contact, employees will make eye contact with the patron, paying special attention to the facial characteristics, as well as noting general appearance, behavior and young acquaintances that might indicate the purchaser is underage. The employee should make note of bloodshot or drooping eyes, disheveled clothing and any other signs that might indicate the patron is visibly intoxicated and should not be served or sold any liquor or alcohol product.
- (□) C. When making verbal contact, employee will ask the patron a question that would invoke a response such as “How are you?”. “Did you have any questions on the menu?”, “How is the weather?” Note any odor of liquor on the patron’s breath and any signs of slurring and report this information to the Manager on duty.

3. Carding Practices:

- (□) A. Utah law requires a licensee or licensee’s employee or agent may not sell, furnish, give or deliver liquor or any alcohol product to a person 35 years of age or under unless the licensee or licensee’s employee or agent verifies the person is not a minor by means of reliable photographic identification containing that person’s date of birth.
- (□) B. Server must ask for a reliable identification from anyone 35 years of age or under **every time** they enter the store to purchase liquor or any alcohol product and have confirmed “intent to dine”.
- (□) C. Our policy is to card anyone that orders liquor or any alcohol product and appears to be under the age of _____ to comply with Utah law. **(Age appropriate policy should be set by the licensee based on median age of patrons, employees and type of business. Remember it is state law that you must card anyone 35 years of age or under)**
- (□) D. No employee will accept an expired identification card of any type.
- (□) E. The server will ask for a current, reliable and verifiable pictured identification containing the patron’s day of birth (acceptable are state driver’s license, state non-driver identification card or Passport). All out of state drive’s licenses or identification cards will be verified with the Driver’s License Guide. If the patron appears to be 35 years of age or under, the employee will ask for a secondary form of identification, such as a military ID, passport, credit / debit card, etc.

- (□) F. The server will request that the patron remove their ID from their wallet and take physical control of the identification, checking the back, then the front for signs of forgery such as:
 - Poor Photo copy quality, blurred imagery or digitized lettering.
 - Disclaimer like “non-government ID” or “non-transferable ID card”.
 - Statements of authenticity such as “Genuine”, “Authentic”, “Secure”, etc. (if it has to tell you it’s “Genuine”, it’s not).
 - Unusual thickness or unevenly cut edges or corners and bumpy surfaces indicate the card has been hand cut or the picture has been replaced.

- (□) G. The server will verify that the information and picture on the identification match the person presenting it paying special attention to the date of birth in order to confirm that the individual is old enough to purchase and that the DOB has not been altered (are the numbers the same size, color, evenly spaced and level with one another?)

- (□) H. In the event any patron fails to show proper identification or if there is doubt by the server of the validity of an ID, the sale will be refused. All refusals for failure to see the requirements of the identification policy are final.

- (□) I. Server will scan ID for patrons seated at the “dispensing structure” (bar) who appear to be 35 years of age or under.

Retaining Identification: (Only choose one)

- (□) J. **Option #1.** When a patron displays an identification card that is obviously false, the server will refuse sale of liquor and report it to a manager who will explain to the patron that they are going to **retain the identification for the purpose of verifying their age.** The Manager or employee will immediately call the police and surrender the identification to the authorities for that purpose. Please note, licensee must advise individual why the ID is being retained.

- (□) K. **Option #2.** When a patron displays an identification card that is obviously false, the server will refuse sale of liquor or alcohol product and report it to a manager and/or the police.

4. Visibly Intoxicated Individuals:

- (□) A. When a person appears to be visibly intoxicated the server will take the order for an alcoholic beverage. The sever will then engage a bartender, manager or member of the management team explaining to the patron in

brief, but clear terms that Utah law and restaurant policy prohibit them from placing the order or making the sale. Server will not argue with a visibly intoxicated person.

- (□) B. The server, bartender, manager or member of the management team will attempt to invite the patron to continue their dining experience without an alcoholic beverage and advise the patron of their concern for the patrons safety and offer to call alternate transportation if the patron decides to leave.
- (□) C. All restaurant staff will continuously appraise the sobriety of patrons within the premises who appears to be purchasing alcoholic beverage and when observation of visible intoxication are made, bring them to the attention of management of servers.
- (□) D. All sale refusals because of a patron's visible intoxication are final with the exception of a patron advising the bartender, manager or member of the management team that their appearance is due to a disability as defined under the Americans with Disability Act (ADA) (for compliance, refer to you attorney or human resource officer).

5. Miscellaneous:

- (□) A. Any staff whose responsibilities include the sale, handling or marketing of alcoholic beverages will attend a server/management training approved by the Commissioner of the Department of Public Safety and Department of Alcohol and Beverage Control as soon as possible upon employment. See the following website for a list of approved trainings: <https://abc.utah.gov/>
- (□) B. Employees will always be professional, friendly and polite with all patrons when complying with Utah law and/or store policy, explaining that when service is declined, it is because of Utah law and/or store policy.
- (□) C. No licensee shall permit or allow visibly intoxicated persons to remain on the licensed premises. No licensee shall show effects of, nor allow any of his employees, agents, or entertainers to consume or to show any effect of liquor while on duty or performing on the licensed premises*
- (□) D. All employees will report for work sober and will not have consumed any alcoholic beverages prior to arriving, or consume any alcohol while on duty.
- (□) E. All questionable incidents involving patrons will be written down in a log, noting the date, time, name of employees involved and brief statement of

facts of the incident. It will be the responsibility of the Manager on duty to log these incidents.

- (□) F. No employee under 21 years of age may serve, handle or come in contact with any liquor or alcohol product.
- (□) G. Minors (who are at least 16 years of age) may work at a cash register to ring up the sale of alcoholic beverages.
- (□) H. Any employee handling alcoholic beverages must be 21 years of age or older AND must wear a unique identification badge showing the employee's first name, initials or a number assigned by the employer.

For more information or questions regarding RASP, alcohol training, or alcohol policy for restaurants, please contact:

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