

SOP: Customer ID Verification & Responsible Service of Alcohol

This SOP details the procedures for **customer ID verification and responsible service of alcohol**, including verifying the authenticity of identification documents, assessing customer age eligibility, training staff on responsible alcohol service, preventing sales to minors and intoxicated individuals, managing refusal of service tactfully, and maintaining compliance with legal and regulatory requirements. The goal is to promote a safe and lawful environment by ensuring alcohol is served only to eligible customers while minimizing alcohol-related harm.

1. Policy Statement

- Alcohol will only be served to customers who are legally eligible.
- ID must be checked for any customer who appears under the age of 25.
- Staff must refuse service to intoxicated or underage individuals, per legislation.

2. Acceptable Identification

Type	Features	Not Acceptable If
Passport	Photo, date of birth, official holograms/watermarks	Expired, altered, or damaged
Driver's License	Photo, date of birth, issuing authority stamp	Expired, damaged, or visibly tampered
Government-Issued Proof of Age Cards	Photo, DOB, authorized agency	Altered or expired

3. Procedures

1. ID Verification:

- Ask politely for ID when necessary (under 25 or at staff discretion).
- Inspect for authenticity: check photo, birthdate, expiry date, and security features.
- Compare the photo with the person presenting the ID.
- If uncertain, ask verification questions (e.g., postcode, middle name) or request a second form of ID.

2. Responsible Service:

- Monitor signs of intoxication (slurred speech, unsteady gait, erratic behavior).
- Limit or refuse service as required by law if customer is intoxicated or disorderly.
- Never serve alcohol to minors or intoxicated individuals.

3. Refusal of Service:

- Decline politely and explain, e.g., "I'm sorry, I can't serve you because your ID is invalid/you appear intoxicated."
- Escalate to supervisor/manager if customer disputes refusal.
- Document refusals as required by venue policy.

4. Staff Training:

- All staff must complete regular Responsible Service of Alcohol (RSA) training and refresher courses.
- Keep updated records of staff certifications.

5. Compliance & Record-Keeping:

- Follow all relevant laws and regulations regarding liquor licensing.
- Maintain records of incidents, training completion, and refused service logs.

4. Review

- This SOP is to be reviewed and updated annually or as required by changes in legislation.
- Feedback and incidents should be used to improve procedures.

Note: Non-compliance with these procedures may result in disciplinary action and could place the venue's liquor license at risk.

