

Standard Operating Procedure (SOP): Alcohol Service and Responsible Consumption Policy

This SOP defines the **alcohol service and responsible consumption policy**, outlining guidelines for the responsible sale, distribution, and consumption of alcoholic beverages. It covers age verification procedures, staff training requirements, refusal of service protocols, promotion of moderate drinking, measures to prevent intoxication and related incidents, and compliance with legal regulations.

The goal is to ensure a safe and enjoyable environment for customers while minimizing alcohol-related risks and liabilities.

1. Purpose

To establish clear standards and procedures for the responsible service and consumption of alcohol, in compliance with all applicable laws and regulations.

2. Scope

This policy applies to all staff involved in the sale, distribution, or monitoring of alcohol consumption on company premises or at company-sponsored events.

3. Procedures

- **Age Verification:**
 - All customers appearing under the age of 25 must present a valid government-issued photo ID prior to alcohol sale or service.
 - No alcohol is to be served or sold to individuals under the legal drinking age as per local law.
- **Staff Training:**
 - All staff must complete responsible beverage service and responsible consumption training prior to serving alcohol.
 - Ongoing annual refresher training is mandatory for all alcohol service staff.
- **Refusal of Service:**
 - Staff are empowered and expected to refuse service to any individual who is intoxicated, underage, or attempting illegal purchase on behalf of another.
 - Staff must follow incident reporting procedures when service is refused.
- **Promotion of Moderate Drinking:**
 - Display and provide educational materials encouraging responsible and moderate consumption of alcohol.
 - Offer a selection of non-alcoholic alternatives and ensure water is readily available to customers.
- **Prevention of Intoxication and Incidents:**
 - Monitor customer behavior for signs of intoxication and intervene early if necessary.
 - Arrange safe transportation for intoxicated customers when appropriate (e.g., calling taxis, ride-shares).
- **Legal Compliance:**
 - Ensure all sales, service, and consumption of alcohol are in accordance with all local, state, and federal laws and licensing requirements.
 - Adhere to all hours of service and restrictions on alcohol sales as dictated by law.
- **Incident Reporting:**
 - Document and report all incidents related to alcohol service, including refusals of service and accidents, to management immediately.

4. Responsibilities

- **Management:** Ensure all staff are trained; monitor compliance; update policies as needed.
- **Staff:** Adhere to policy at all times. Complete required training. Report any issues or incidents.

5. Review

This SOP will be reviewed and updated annually, or as required by changes in legislation or company policy.

6. Acknowledgement

All staff must acknowledge that they have read, understood, and agree to abide by this Alcohol Service and Responsible Consumption Policy.