

Standard Operating Procedure (SOP): Responsible Alcohol Service and Guest Management

This SOP details **responsible alcohol service and guest management**, covering guidelines for alcohol service compliance, preventing underage drinking, recognizing and managing intoxicated guests, promoting safe consumption, ensuring a welcoming and safe environment, staff training requirements, handling difficult situations diplomatically, and procedures for incident reporting. Its aim is to foster responsible alcohol use, enhance guest safety, and maintain a positive establishment reputation.

1. Purpose

To establish clear standards and procedures for the responsible service of alcohol and effective guest management, ensuring compliance with legal and company requirements.

2. Scope

This SOP applies to all staff involved in the sale, service, and management of alcohol and guests on the premises.

3. Responsibilities

- **Management:** Oversee compliance, provide training, and enforce policies.
- **Staff:** Implement all guidelines and procedures defined in this SOP.

4. Procedure

1. Alcohol Service Compliance

- Check valid photo ID (e.g., driver's license, passport) for all guests appearing under 25 years.
- Refuse service to underage guests and report incidents according to procedure.

2. Prevention of Underage Drinking

- Display signage regarding minimum legal drinking age and ID requirements.
- Train staff in proper ID verification techniques.

3. Recognizing & Managing Intoxicated Guests

- Monitor guests for signs of intoxication (slurred speech, unsteady movement, aggressive behavior, etc.).
- Politely refuse service to intoxicated guests and offer alternatives (water, non-alcoholic beverages, transport assistance).

4. Promoting Safe Consumption

- Encourage responsible drinking through staff engagement and visible messaging.
- Offer food and non-alcoholic beverage options.

5. Ensuring a Welcoming and Safe Environment

- Maintain clean, inviting premises.
- Address disruptive or unsafe behaviors promptly and courteously.

6. Staff Training Requirements

- Ensure all staff complete required responsible service of alcohol (RSA) training before commencing duties.
- Conduct annual refresher sessions.

7. Handling Difficult Situations Diplomatically

- Remain calm, respectful, and non-confrontational at all times.
- Seek management support for escalating situations or if guest refuses to comply.

8. Incident Reporting Procedures

- Document all alcohol-related incidents (refused service, ejections, altercations) with date, time, involved parties, and actions taken.
- Notify management immediately and submit reports using the designated incident reporting form.

5. Incident Report Template

Date & Time	
Staff Involved	
Guest(s) Involved	
Description of Incident	
Actions Taken	
Management Notified	

6. Review and Updates

This SOP should be reviewed annually, or as required to comply with legal changes, policy updates, or operational improvements.

7. Approval

Signature: _____

Date: _____