

# SOP: Responsible Alcohol Service and ID Verification

This SOP details **responsible alcohol service and ID verification** procedures, emphasizing the importance of verifying customer age to prevent underage drinking, recognizing valid identification forms, implementing refusal protocols for intoxicated patrons, and ensuring staff are trained in legal compliance and customer safety. The goal is to promote a safe and lawful environment by preventing alcohol misuse and adhering to regulatory requirements.

## 1. Purpose

To outline standardized procedures for responsible alcohol service, proper ID verification, compliance with legal regulations, and maintenance of a safe environment for staff and patrons.

## 2. Scope

This SOP applies to all staff involved in the service or sale of alcoholic beverages at [Establishment Name].

## 3. Responsibilities

- All staff must adhere to ID verification and responsible service protocols.
- Supervisors are responsible for ensuring staff are trained and compliance is monitored.
- Management is responsible for updating policies in accordance with legal changes.

## 4. Procedures

### 4.1. ID Verification

1. Request government-issued photo ID from any customer appearing under the age of 30.
2. Acceptable forms of ID include:
  - Driver's license
  - Passport
  - State-issued ID card
  - Military ID
3. Verify the following:
  - Photo matches the customer
  - Date of birth is checked and confirms patron is at least the legal drinking age
  - ID is valid and not expired
  - Security features (holograms, microprinting, etc.) are present
4. If ID appears altered or fake, politely decline service and notify a supervisor.

### 4.2. Responsible Service

1. Observe patrons for signs of intoxication (slurred speech, impaired coordination, etc.).
2. Do not serve alcohol to:
  - Anyone under the legal drinking age
  - Anyone visibly intoxicated
3. Politely refuse service if necessary, using approved refusal scripts (see Section 5).
4. Offer non-alcoholic alternatives and arrange transport if a patron cannot safely leave.
5. Document all refusals and incidents as required.

## 5. Refusal Protocols

1. Remain calm, polite, and respectful when refusing service.
2. Use standard refusal phrases such as:  
*"I'm sorry, but I am unable to serve you another drink for your safety."*
3. Do not argue with the customer. Contact a supervisor if the patron becomes agitated.
4. Log the refusal in the incident report log.

## 6. Training & Compliance

- All staff must complete alcohol service and ID verification training before serving alcohol.
- Training records must be maintained and updated annually.

- Periodic audits will be conducted to ensure compliance with this SOP.

## 7. Incident Reporting

- All refusals and incidents involving ID verification or intoxicated patrons must be documented promptly.
- Incident reports should be submitted to management within 24 hours.

**Note:** Non-compliance with responsible service protocols can result in disciplinary action, fines, loss of license, and other legal consequences.

## 8. Review

This SOP will be reviewed annually, or more frequently if regulations change.

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_