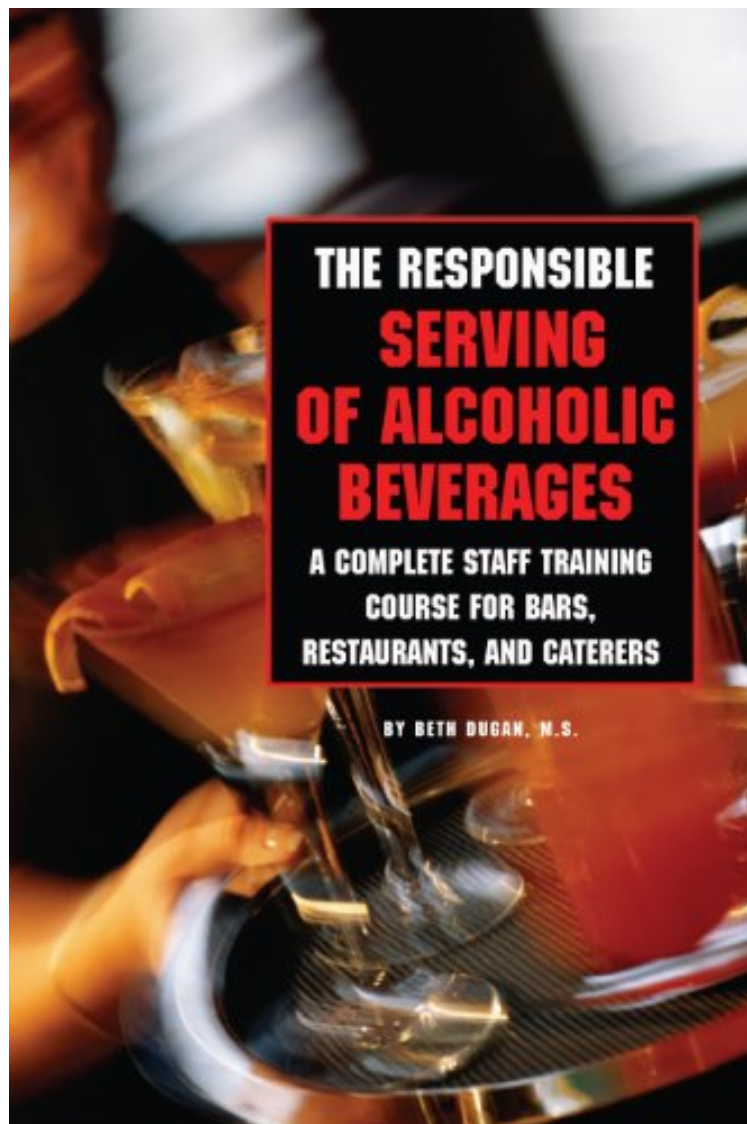


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## The Responsible Serving of Alcoholic Beverages - Complete Staff Training Course for Bars, Restaurants and Caterers

*Beth Dugan*

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**Beth Dugan : The Responsible Serving of Alcoholic Beverages - Complete Staff Training Course for Bars, Restaurants and Caterers** before purchasing it in order to gage whether or not it would be worth my time, and all praised The Responsible Serving of Alcoholic Beverages - Complete Staff Training Course for Bars, Restaurants and Caterers:

0 of 0 people found the following review helpful. Serving Alcohol from A-ZBy Paige JacksonOwning a business

where alcohol is served, while profitable, has never been more dangerous than it is today. From under-age drinkers to inebriated customers and everything that falls in between, a business must be proactive in protecting their assets. All it takes is one honest mistake to land yourself on a "watch list" or even worse - fines and license suspension. This book is a wealth of information and resources for everyone from a small pub to a concessionaire at a major baseball stadium. Dugan provides a step-by-step training manual that is easy to follow and simple to implement. There is even a CD included that contains every chart and form in the book so that you can print it out and put it to use in your daily routine. Dugan gives us a comprehensive training program covering issues such as management responsibilities, types of customers, training and staff concerns, legal matters, and assessing customer. Following the policies and procedures outlined in this book is a solid step towards protecting your future, growing your business, and avoiding litigation. This book is a must-read for anyone who serves alcohol as a business. People who host private parties would do well to read this book also, especially during this holiday season!

0 of 0 people found the following review helpful. Its specific, well-detailed information is priceless for any serious food industry holding. By Midwest Book Review College-level collections with schools strong in culinary and food management courses will want to keep **THE RESPONSIBLE SERVING OF ALCOHOLIC BEVERAGES: A COMPLETE STAFF TRAINING COURSE FOR BARS, RESTAURANTS, AND CATERERS** in the collection both as a reference and as a circulating item. Two years have gone into the making of this comprehensive manual which blends the legal issues with the ethical issues involved in serving alcohol professionally: management and liquor service staff receive all the knowledge allowing them to responsibly serve alcohol in licensed premises, from understanding BAC levels and the law to checking ID, handling difficult customers, and more. While the price tag may be hefty for a standard-sized paperback, its specific, well-detailed information is priceless for any serious food industry holding. Diane C. Donovan, Editor California Bookwatch

0 of 0 people found the following review helpful. Takes a Serious Look at a Serious Issue By JMW Restaurants that sell alcohol work with a double edge sword. The alcohol sales are beneficial because it ups the revenue for these businesses but there are also many laws which govern the industry which can cause headaches if these laws are not followed. The authors of this book do a fabulous job of how to serve alcohol properly to protect not only the restaurant but the individual who is selling the alcohol as well. The book is easy to follow and to understand. It begins by having simple definitions which everyone who serves alcohol must know such as what alcohol is, what the effects are on the body, what BAC stands for and what it is important. It also goes into detail about the different things that can affect the BAC in an individual; how many drinks, if they have eaten food, amount of alcohol in a drink, and the size of the person. It also goes into complete detail on the types of alcohol regulations that are out there. The second section of the book goes into how the managing of the alcohol should occur and how to deal with those issues which are bound to come up such as minors, how to hire good bartenders, what type of licenses are needed, and how to cut someone off when need be. It also has a section on what to do when a legal issue comes up, such as hiring a good lawyer, and keeping documentation. Section three is how to train the employees which are going to handle the alcohol. It goes into detail about the many parts of the training process from checking identification to watching the client for signs of having too much drink. The authors also suggest that each of the employees also have refresher courses every so often when needed. The book will likely benefit many in the restaurant industry and show that with responsible service of alcohol, everyone wins.

This New Book CD-ROM incorporates the legalities and responsibilities of serving alcohol either behind a bar, at a table, or at an off-premise function. Alcohol sales are an important source of revenue for many establishments. However establishments may face the potential for civil and criminal liability should one of your customers become intoxicated and cause damage to themselves, others or property. Good management and employee training is the key to preventing these problems before they become an issue. The Responsible Serving of Alcoholic beverages training course provides management and liquor service staff with the knowledge and awareness necessary to responsibly serve alcohol in licensed premises. Covers: \* Alcohol and Legal Issues\* Understanding BAC Levels\* Responsible serving\* ID Checking\* Handling difficult customers\* Designated Drivers\* How alcohol effects the body\* identifying and handling problem situations\* Minors Fake Id's\* Learn how to reduce liability lawsuits\* Local Law Enforcement issues\* Reduce liability insurance coverage premiums\* A complete and comprehensive yet inexpensive in-house training program. The companion CD-ROM is not available for download with this electronic version of the book but it may be obtained separately by contacting Atlantic Publishing Group at sales@atlantic-pub.com. Atlantic Publishing is a small, independent publishing company based in Ocala, Florida. Founded over twenty years ago in the company president's garage, Atlantic Publishing has grown to become a renowned resource for non-fiction books. Today, over 450 titles are in print covering subjects such as small business, healthy living, management, finance, careers, and real estate. Atlantic Publishing prides itself on producing award winning, high-quality manuals that give readers up-to-date, pertinent information, real-world examples, and case studies with expert advice. Every book has resources, contact information, and web sites of the products or companies discussed. This Atlantic Publishing eBook was professionally written, edited, fact checked, proofed and designed. The print version of this book is 376 pages and you receive exactly the same content. Over the years our books have won dozens of book awards for content, cover design

and interior design including the prestigious Benjamin Franklin award for excellence in publishing. We are proud of the high quality of our books and hope you will enjoy this eBook version.

Its specific, well-detailed information is priceless for any serious food industry holding, May 25, 2006Midwest Book College-level collections with schools strong in culinary and food management courses will want to keep **THE RESPONSIBLE SERVING OF ALCOHOLIC BEVERAGES: A COMPLETE STAFF TRAINING COURSE FOR BARS, RESTAURANTS, AND CATERERS** in the collection both as a reference and as a circulating item. Two years have gone into the making of this comprehensive manual which blends the legal issues with the ethical issues involved in serving alcohol professionally: management and liquor service staff receive all the knowledge allowing them to responsibly serve alcohol in licensed premises, from understanding BAC levels and the law to checking ID, handling difficult customers, and more. While the price tag may be hefty for a standard-sized paperback, its specific, well-detailed information is priceless for any serious food industry holding. Diane C. Donovan, Editor California Bookwatch