



## Serve Right Responsible Beverage Service Frequently Asked Questions (FAQ)

**Q:** What is the Serve Right Responsible Beverage Service Program?

**A:** The Serve Right Responsible Beverage Service Program is a training program designed to help staff and managers of hospitality businesses understand and implement good business strategies and safe practices in alcohol service. The course content was updated in 2024 to reflect current regulations and recent case law.

**Q:** How do I register for the Serve Right course?

**A:** You can easily sign up for the course at: [Serve Right Responsible Beverage Service Program](#)

**Q:** How long will it take to complete the program?

**A:** You can complete the course at your convenience as the online format allows you to log in and out and tracks your learning progress. Most people complete the course within two hours.

**Q:** How much does the course cost to take?

**A:** To support access for Industry, the program fees have been adjusted to \$35 for Servers and \$50 for Managers/Owners. (Tax is not charged.)

**Q:** I am a licensed business owner, what is the difference in the Manager program?

**A:** The manager program supports the development of smart policies that work for your business and help mitigate risks.

**Q:** I took this program before – do I have to take it again?

**A:** The Serve Right Program is valid for three years and then must be renewed.

**Q:** I took the program within the past 3 years but cannot find my certificate – can you help?

**A:** If you took the Serve Right Program and have lost your certificate, contact [icentral@tourism.ca](mailto:icentral@tourism.ca) for assistance in securing a replacement certificate for a nominal fee.

**Q:** I took a similar course in another province – does it count?

**A:** Each province has its own course relevant to that jurisdiction. In Nova Scotia, the recognized program is Serve Right – Responsible Beverage Service Program.

**Q:** Can I take the program if I am not currently employed in a licensed business?

**A:** Absolutely! Having this Industry credential will be an asset when looking for work in the F&B sector.

**Q:** I don't want/can't take a course online – is there an in-person option?

**A:** TIANS is committed to providing training delivery options for the industry wherever feasible. Email [training@tourism.ca](mailto:training@tourism.ca) or call 902-423-4480 to discuss your specific needs.