

# Serve Right – Server

**Welcome to Serve Right: Responsible Beverage Service.** As this course unfolds, it will become apparent that issues and challenges connected with the sales and service of alcoholic beverages faced by those of us working in the hospitality sector vary greatly from one establishment to another. Clearly, we do not all cater to the same clientele, do business in the same locale, or work in the same types of establishments. You are strongly encouraged to participate actively by reading the materials thoroughly and completing the various activities throughout the course to ensure that the specific challenges you may have are addressed.

This program has been designed to help servers and staff to succeed in a dynamic market. Laws and public attitudes have changed over the past few decades, as have the tastes and demands of many guests. Good business strategies and acceptable practices in alcohol service are constantly transforming. People who serve or provide alcohol must understand their part in the industry's response to this dynamic business environment. To reflect the current landscape, the program includes content on responsible beverage service and cannabis, energy drinks, and other surrounding factors that may increase the element of risk. This program will help you better understand responsible service procedures, facts and trends connected with alcohol sales, alcohol consumption, and the law. Your program certificate is valid for three years from the date of completion.

**Program Goal:** To develop the skills and acquire the information needed to support Responsible Beverage Service Policies and Procedures in your establishment.

**Course Objectives** By the end of this course, you should:

1. Understand how responsible service of alcoholic beverages may be incumbent on you as an employee of a licensed establishment
2. Have learned about the complex array of factors that impact intoxication and impairment
3. Be able to recognize signs of impairment
4. Be able to serve alcohol consumption responsibly
5. Know what to do if a guest shows signs of impairment which necessitate a stoppage in service