



Alcohol Management – Checklist

Effective alcohol management is an important part of creating a safe, responsible, and enjoyable hotel environment for guests and staff. While the responsible sale and service of alcohol can contribute positively to the guest experience, poor alcohol management can increase the risk of intoxication-related incidents, anti-social behaviour, accidents, complaints, reputational damage, and legal or regulatory consequences. This document aims to provide hotels with a practical checklist to help review, strengthen, and implement appropriate alcohol management.

Checklist

- ✓ Document and consistently enforce local legal minimum age restrictions
- ✓ Provide training on alcohol management for bar staff, waiting staff, management, and security staff to ensure everyone understands their responsibilities and can apply alcohol management policies effectively. Include this training in the onboarding process of new staff to ensure all staff is aware on how alcohol serving is managed.
- ✓ Empower staff to refuse service based on age, consumption levels, and behaviour.
 - Empowerment can be established by clear, written policies, legal and communication training, and management backing.
 - *Second Pair of Eyes*: if a bar staff suspects a guest has had too much, they should ask a colleague or manager to observe the guest for a few minutes to confirm their judgment.
 - Write a policy defining signs of what visible intoxication are and establish a clear escalation process for bar staff to follow when situations relating to refusal of alcohol service worsen.
 - Provide bar staff with a standardised phrases to inform the guest no more alcohol beverages will be served to them. Such as: **"The "Blame the Law" Approach:** *"I'd love to serve you another, but under our liquor license laws, I legally can't serve you any more alcohol tonight"* or **the "Manager's Policy" Approach:** *"My manager is tracking our drink counts tonight, and I'm at my limit for what I can serve you right now"*.
 - Create a policy/system that rewards making good saves in terms of responsible drinking, to prevent bar staff being afraid of losing out on tips
 - *Backstop promise*: a **rule** that states that when bar staff decides to cut off a guest, management will never overrule the call made.
- ✓ If there are multiple alcohol serving bars at a hotel, ensure staff can communicate when a guest has been cut off
- ✓ Create and maintain a digital or physical incident logbook, recording the time & date, the guest's description, and the reason for refusal.
- ✓ Create a protocol that if a guest continually shows signs of alcohol abuse or antisocial behaviour their alcohol privileges will be removed (if under all-inclusive package, change wristband/bracelet to child version only allowing the consumption of food and non-alcoholic beverages).