

## Completing the Alcohol Sales Policy

You have three options to complete this survey:

1. On line at: <http://www.surveymonkey.com/s/AlcoholSalesPolicy2011>
2. You can print this form, fill it in and return it via mail to:  
**RRF, 647 Main Street Suite 3-25, Waltham, MA 02451**
3. You can use Word to fill in this form. Ask Terri White [tlwhite@rrforum.org](mailto:tlwhite@rrforum.org) or 781 736-4830 to have this form emailed to you and then return it via email to Terri.

### Basic Information

**Store name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Your name/title:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **email:** \_\_\_\_\_

**Sell Alcohol**

**Serve Alcohol**

### ID checks

1

Ask every customer [who appears to be under age 30](#) for an ID.

#### Check that the ID:

- ✓ is authentic and unaltered.
- ✓ shows the customer is 21 or older.
- ✓ belongs to this customer.

Ask for a 2<sup>nd</sup> form of ID if you have doubts about the 1<sup>st</sup> ID. Ask for an ID even if you know the customer: this shows other customers and staff that we always check IDs.

**Your Choices:**

Use as is:

Change ID trigger age to age \_\_\_\_\_

Add the following bulleted statements:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Fake IDs**

2

If a driver's license does not appear to be authentic, or to belong to the customer, and no 2<sup>nd</sup> form of ID is presented, [return the ID to the customer and politely explain, "I'm sorry, I'm not able to accept this ID."](#)

*If you are not reasonably certain that the customer has presented a valid ID, politely refuse to make a sale.*

Your Choices:

Use as is:

Change policy to:

\_\_\_\_\_  
\_\_\_\_\_

**OR:**

do not return ID and say: "I'm sorry, I'm not allowed to return an ID that I think may not be authentic." If the customer argues and insists that you return the ID, explain: "If you wish, we can call the police and let them decide whether to return it to you."

Your Choices:

Use as is:

Change policy to:

\_\_\_\_\_  
\_\_\_\_\_

**3<sup>rd</sup> Party Sales**

3

You should refuse to sell alcohol if you believe the customer is purchasing on behalf of someone under age 21.

If a minor is with an adult **who is not the parent**, you should refuse to sell alcohol.

Your Choices:

Use as is:

Change policy to:

\_\_\_\_\_  
\_\_\_\_\_

## Intoxicated Customers

4

You are required by law and our policy not to sell alcohol to anyone who appears visibly intoxicated already. Since a visibly intoxicated customer may be a danger to himself and others, ask how he/she plans to get home.

- Offer a cab ride home: Call enter # for a cab.
- If the visibly intoxicated customer appears to be driving, alert police with a description of the customer and car. Call (Local PD will provide #).

Your Choices:

Use cab ride offer: Yes  No

If Yes, insert Phone #: \_\_\_\_\_

Add: \_\_\_\_\_

\_\_\_\_\_

## When to Contact the Police

5

Call the police if:

- a customer appears to be violent or threatening.
- a customer appears to furnish alcohol to a minor, inside or outside the establishment.
- a visibly intoxicated customer appears about to operate a motor vehicle.

Your Choices:

Use this?: Yes  No

Add: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Unusual Occurrence Log

6

Write down in the Unusual Occurrence Log any unusual occurrences concerning the attempted purchase of alcohol products, including: date and time of day, name or description of customer, and details of the occurrence, including whether a sale was made.

Your Choices:

Use this?: Yes  No

Add: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are there any other store policies you would like to include?

Your Choices:

Yes  No

Add: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DISCLAIMER:** The sample "house policy" described in this document is intended only to serve as a suggestion based on the experiences of other similar business owners. The Department is not providing legal advice in this document; we strongly recommend that you consult your attorney when creating and implementing your business' policies. This document does not in any way supersede or augment the statutes and administrative rules that apply to alcoholic beverage licensees. Your choice to use this document does not in any way mitigate or excuse any violations and will not reduce any penalty or liability your business may face for any such violation. The State of Montana, including the Department of Revenue, will not in any way be liable for any damages of any kind that may result from your decision to use this document.