

PURPOSE

To require all liquor license holders, managers, and servers to complete server training so as to deter the procurement of alcohol by minors or intoxicated persons.

POLICY GUIDELINES

A) Mandatory Training Requirements

All liquor license holders, including but not limited to, licensees holding an all-alcohol, including seasonal license, beer and wine license, private club license or retail package store license shall participate in a program designed to train management and employees in methods of observation and detection to avoid selling or serving to intoxicated persons and/or minors. The owner and manager must have successfully completed such program prior to his/her appointment or complete such training within thirty (30) days of such appointment.

B) Programs Available

Listed below are programs that are currently available which meet the requirement of this policy:

- 1) Training for Intervention Procedures by Servers of Alcohol (TIPS).
- 2) Techniques of Alcohol Management (T.A.M.) sponsored by the Massachusetts Package Store Association.
- 3) Any insurance industry-approved or qualified program offered by a certified trainer and approved by the Board of Selectmen.

C) Verification of Server Training

All Establishments must maintain during operating hours, in an accessible place, a roster or certificate of trained personnel, which shall be maintained for each employee and shall be available for inspection by the licensing authority, or any authorized agent thereof, upon demand at all times. An updated roster shall be submitted with the annual application for the renewal of the license. The roster shall include: (1) employee name; (2) date of hire; (3) type of training; (4) training certificate date; and (5) date of expiration.

D) Re-Certification:

All owners and managers shall be required to be re-certified prior to the expiration of the certification granted by an approved program listed in Paragraph B. (You must be re-certified every three years regardless of the training program).

E) Implementation

All employees required to receive training hereunder must complete such training within thirty (30) days from the date of employment. With regard to 2011 license renewals only, each establishment must have the owner and manager trained and certified on or before April 1, 2010. In the event any such license holder is unable to meet these requirements, such license holder must request an extension in writing from the Board of Selectmen on or before March 15, 2010 and for good cause, the Board may grant a further extension not to exceed sixty (60) days in order to allow the license holder to comply with the provisions hereof. Any violation of this paragraph may result in a suspension of the license or such other action deemed appropriate by the Licensing Authority until such license holder complies with the provisions hereof.

F) Employee in House Training:

All employees who serve or sell alcoholic beverages shall also receive prior to their appointment to serving duties an In-House Training. A written description of such program, along with a written policy outlining the employee's responsibilities and the disciplinary measures which will be taken against any employee for violating said policy, shall be maintained on the premise at all times. The employee training program shall include the proper procedures for verifying that patrons are at least 21 years of age and not intoxicated. The policy must include mandatory carding for everyone appearing under 30 years of age. A copy of such policy shall also be appended to each renewal application on an annual basis. A signed certification of each employee indicating that the employee has received the described training and has reviewed and understands the written policy describing his or her responsibilities of the disciplinary action which will be taken for violations, shall be maintained on the premises at all times. Copies of all such documents and certifications shall be available to the licensing authority, or any authorized agent thereof, upon demand.

