



Insurance & Risk Management

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Liquor Consumption Risk Management Procedures

Managing risk when dealing with intoxicated attendees or underage drinkers at special events requires a proactive, layered strategy of physical, behavioral, and procedural controls. The primary objective is to maintain safety, ensure compliance with local liquor laws, and minimize liability through strict **Responsible Service of Alcohol (RSA)**.

The industry-standard risk management framework covers preventive controls, standard operational procedures, and specialized intervention strategies

1. General Preventive Controls (Before & During the Event)dures, and specialized intervention strategies:

- **Separate Identification (ID) Verification:** Establish a strict, universal checkpoint at the entrance where government-issued, photo IDs are validated. Use tamper-resistant wristbands to clearly differentiate legal-age drinkers from minors.
- **Layout and Access Design:** Restrict alcohol service and consumption to specific, secure zones or fenced-in areas away from general/family activities. Ensure that standard pass-through regions, like restrooms or exit lines, do not allow minors to receive drinks from adults.
- **Mandatory Certified Bartenders:** Hire professional, independent bartenders who hold current certifications from authorized training programs like [TIPS or ServSafe](#). Professional bartenders are skilled at identifying early physical markers of over-intoxication.
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Service Limitation Policies:

Enforce standard serving portions (e.g., 1.5 oz distilled spirits, 5 oz wine, 12 oz beer).

Restrict maximum transaction limits to two drinks per ID at one time.

Prohibit staff and volunteers from drinking alcohol during their shifts.

Ban "all-you-can-drink" offers, discounted hours, or drinking games.

- **Hydration and Satiation:** Position free, highly visible water stations throughout the venue. Ensure that substantial food options remain available as long as alcohol is flowing, which slows down standard absorption rates.

2. Procedures for Dealing with Intoxicated Patrons

When an attendee exhibits signs of obvious impairment or intoxication—using the standard **SCAB** technique (assessing Speech, Coordination, Appearance, and Behavior)—staff must activate a direct intervention protocol:

- **Immediate Refusal of Service:** The server must clearly, firmly, and politely decline further service. Staff should immediately notify adjacent bartenders, supervisors, and on-site security to ensure the patron cannot bypass the rejection at another bar line.
- **Offer Non-Alcoholic Alternatives:** Try to shift the patron's focus away from alcohol by offering a soft drink, water, or food items free of charge. [\[1\]](#)
- **Safe Transport Arrangement:** Never simply eject a highly intoxicated individual onto the street if they intend to drive, as this carries immense social host liability. Coordinate with friends in their party, arrange a taxi, or facilitate a rideshare vehicle.
- **De-escalation and Security Assistance:** Use trained security personnel or appointed **sober monitors** to manage the individual discreetly. Prioritize de-escalation over aggressive physical enforcement to mitigate the risk of injury or public disturbance.
- **Incident Logging:** Log every single service refusal in a dedicated **Incident Report Book**. Record the person's description, the time, symptoms observed, actions taken, and the names of witnesses.

3. Procedures for Dealing with Underage Drinkers

Allowing minor consumption can immediately void insurance policies and trigger severe criminal penalties.

- **Immediate Confiscation:** If a minor is spotted holding or consuming alcohol, or if a legal-age adult is caught passing a drink to them, staff must instantly intercept. Instruct the minor to safely discard the beverage.
- **Verification and Wristband Removal:** Inspect the minor's wristband or event credentials. If they bypassed security using a fraudulent ID or if a proxy buyer assisted them, immediately clip and remove their access wristband.
- **Ejection Policy:** Both the underage drinker and the proxy purchaser should be safely escorted to a designated area for formal ejection from the premises.

- **Coordination with Law Enforcement:** Maintain direct communication channels with local police or compliance officers present at the venue. For larger public functions or situations involving uncooperative minors, hand the individuals over to law enforcement to fill out field reports.
- **Document Thoroughly:** Fill out an intensive incident report outlining exactly how the minor obtained the alcohol, noting down any physical evidence (such as a confiscated fake ID) and the proxy buyer's identification details.